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**From:** Bill Arduser [bill@arduser.com]  
**Sent:** Monday, February 23, 2009 5:49 PM  
**To:** Williams, Catrice (DTC)  
**Subject:** Verizon service issues

Ms Williams,

Our local paper had a recent article that said that the Department of Telecommunication and Cable was considering looking into Verizon service problems. I forget which paper it was in but it was either the Springfield Republican or the Northampton Gazette). You were listed as a contact for comments about this issue.

My wife, Mary and I live in Conway, MA. Our house location is 502 E. Guinea Rd., Conway, MA We are the last house on a short spur line about 1 mile from Main Poland Rd. We have had two really major problems with Verizon.

We had to have Verizon crews out repeatedly in 2007 because of poor sound quality on our line. Every time it rained, our line was almost unusable. Often, by the time a service truck got out here to look at it, the line had dried and was fine. Verizon personnel occasionally did switch us to a different twisted pair in the cable but without much improvement in quality. One line man told me that the insulation on the whole cable was shot and that what really needed to happen was that the cable needed to be replaced. He also said that was unlikely to happen any time soon since there are only two houses on this part of the cable and one of them is seasonal.

The second problem was during the ice storm in December. We lost our phone service on Dec 16th. It was not restored again until Jan 9th (23 days!). We called immediately for service and were told it would be restored in a couple of days. No one showed up. We called again and were told a new repair date. Again no one arrived. We probably had to call them 6 or 7 times. These calls were to real people and not Verizon's robotic messaging system. They kept promising to have the work done by a certain date and then did nothing. The times someone did come out, they were ill prepared for the amount of damage or came too late in the day to do any real work. Once when we called, the service person told us that the repair ticket had been closed and everything was fixed. I went up the road and looked and there was no phone cable on the poles and the old cable was still lying on the ground. Finally, I got the number for a supervisor named Bunty (first name). Once we started calling him, reasonable progress was made. He seemed quite competent.

Since we have no cell service here, the lack of a land line could have been a real problem. It takes the fire department about 20 minutes to get here. The additional time it would have taken me to drive somewhere to call them might have meant the difference between the house burning down or not.

I am very unhappy with Verizon and their callus attitude and poor service. If I had another choice. I would switch in a minute.

Sincerely,  
Bill Arduser

Even though our house is in Conway, MA, our mail is delivered by the Williamsburg post office.

If you wish to contact us the proper mailing address is:

Bill & Mary Arduser  
503 E. Guinea Rd

Williamsburg, MA 01096

413-369-0357